

# INFORMATION BULLETIN

## WORKFORCE INVESTMENT ACT

Number: WIAB02-82

Date: April 23, 2003

Expiration Date: 06/30/04  
69:68:sl:7045

TO: WORKFORCE DEVELOPMENT COMMUNITY

SUBJECT: QUICK FIXES FOR FRONTLINE STAFF WORKSHOP

The purpose of this bulletin is to announce a new workshop developed by the Capacity Building Unit entitled, "Quick Fixes for Frontline Staff." This one-day workshop is designed for any local Workforce Investment Act or One-Stop staff who regularly interact with customers and want to address personal issues related to stress and conflict in the workplace.

Workshop participants will have an opportunity to examine symptoms related to managing change, organizing time, balancing multiple priorities, coping with stress and handling conflict in the workplace. A variety of "quick fixes" will be explored for meeting the challenges while keeping a positive attitude at work. This interactive workshop is especially useful for staff interested in some pointers for making their day as stress free as possible.

Workshops are now in the planning stages so if you are interested in hosting "Quick Fixes for Frontline Staff," please contact Michelle Haakenson at [mhaakens@edd.ca.gov](mailto:mhaakens@edd.ca.gov) or (916) 654-9815.

/S/ BOB HERMSMEIER  
Chief  
Workforce Investment Division